

DMH Satisfaction Survey Results

Family Satisfaction - 2000

Division of Alcohol and Drug Abuse - Residential Family Member Satisfaction

Who Completed the Forms

One question on the residential family survey asked who completed the form. The following table describes who completed the forms for people served by the Division of Alcohol and Drug Abuse Services.

	CSTAR Adult Women	CSTAR Child/Adol.	CSTAR General	GTS Adult
Mother	4 (33.3%)	29 (76.3%)	0 (0%)	9 (28.1%)
Father	1 (8.3%)	8 (21.1%)	1 (10.0%)	4 (12.5%)
Guardian	0 (0%)	0 (0%)	0 (0%)	0 (0%)
Spouse	0 (0%)	0 (0%)	3 (30.0%)	9 (28.1%)
Other	7 (58.3%)	1 (2.6%)	6 (60.0%)	10 (31.3%)

Sample Size

Information is based on the number of returned forms and the number of people served according to DMH billing records.

<i>Residential Family Forms</i>	Number Served April 2000	Number Forms Returned	Percent of Served Returned
Total Non-Residential Family Members	646	100	15.5%
CSTAR Women/Children Family	110	14	12.7%
CSTAR Child/Adolescent Family	231	39	16.9%
CSTAR General Family	55	11	20.0%
GTS Adult Family	250	36	14.4%

Demographics of Family Member Receiving Services

Person completing the survey form provided demographics of their family member receiving services.

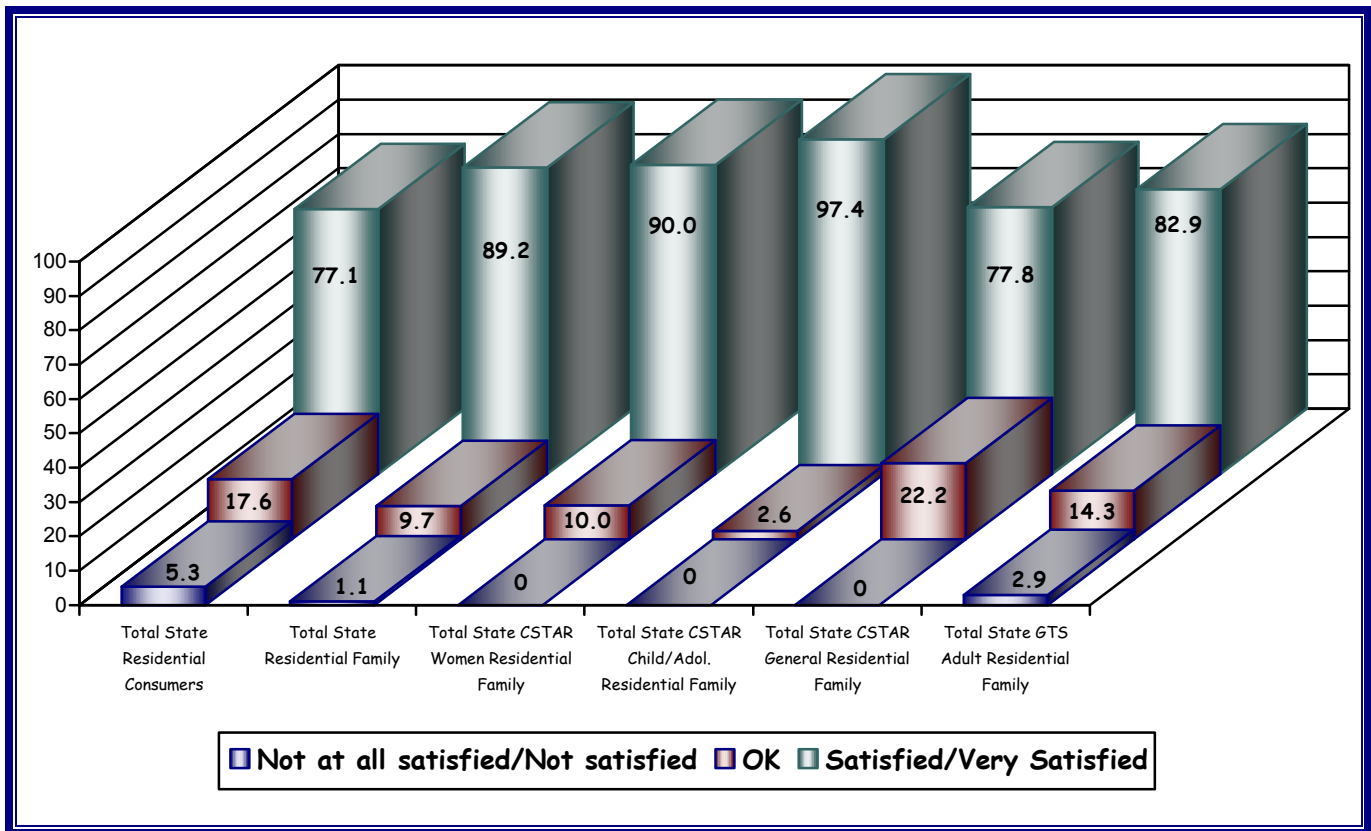
		Total State Served Consumers	Total Survey Returns	CSTAR Women	CSTAR Child/ Adolescent	CSTAR General	GTS Adult
SEX	Male	62.9%	55.4%	30.8%	65.8%	36.4%	60.0%
	Female	37.1%	44.6%	69.2%	34.2%	63.6%	40.0%
RACE	White	69.9%	80.4%	100.0%	73.0%	45.5%	93.5%
	Black	28.6%	12.0%	0%	18.9%	36.4%	0%
	Hispanic	0.1%	4.3%	0%	5.4%	9.1%	3.2%
	Native American	0.4%	0%	0%	0%	0%	0%
	Pacific Islander	0.2%	0%	0%	0%	0%	0%
	Other	0.8%	3.3%	0%	2.7%	9.1%	3.2%
AGE	0-17	14.1%	41.9%	0%	100.0%	0%	3.2%
	18-49	81.8%	53.8%	84.6%	0%	90.9%	93.5%
	50+	4.1%	4.3%	15.4%	0%	9.1%	3.2%

Is Your Family Member's Life Better

One question on the family member survey addressed the issue of whether or not their family member's life has improved because of the services received. The following table shows the results of this question.

Is your family member's life "better" now than before s/he began receiving services?	Yes	No	Unsure
Total ADA Residential	74 (80.4%)	5 (5.4%)	13 (14.1%)
CSTAR Women	11 (91.7%)	0 (0%)	1 (8.3%)
CSTAR Child/Adolescent	28 (82.4%)	1 (2.9%)	5 (14.7%)
CSTAR General	8 (72.7%)	1 (9.1%)	2 (18.2%)
GTS Adult	27 (77.1%)	3 (8.6%)	5 (14.3%)

Overall Satisfaction with Services



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- The percent of families "satisfied" or "very satisfied" with services for their significant others served by the Division of Alcohol and Drug Abuse (89.2%) was higher than the consumers' ratings (77.1%).
- The highest satisfaction rating was in the CSTAR Child/Adolescent program where 97.4% of the families who responded were at least "satisfied" with services.
- The lowest percent who were at least "satisfied" with services was in the families of CSTAR General consumers where 77.8% noted this rating.

Satisfaction with Services

How satisfied are you . . .	Total Consumers	Total Family Member Forms	CSTAR Women/Children	CSTAR Child/Adolescent	CSTAR General	GTS Adult
with the staff who serve your family member?	4.16 (546)	4.22 (95)	4.36 (11)	4.46 (39)	3.50 (10)	4.11 (35)
with how much your family member's staff know about how to get things done?	4.00 (545)	4.14 (90)	3.75 (8)	4.41 (39)	3.70 (10)	4.06 (33)
with how your family member's staff keep things about his/her life confidential?	4.20 (548)	4.36 (91)	4.25 (8)	4.61 (38)	3.70 (10)	4.31 (35)
that your family member's treatment plan has what he/she wants in it?	4.10 (542)	4.15 (94)	3.90 (10)	4.37 (38)	3.80 (10)	4.08 (36)
that your family member's treatment plan is being followed by those who assist him/her?	4.19 (543)	4.29 (94)	4.10 (10)	4.55 (38)	3.80 (10)	4.19 (36)
that the agency staff respect your family member's ethnic and cultural background?	4.27 (530)	4.33 (91)	3.89 (9)	4.64 (39)	3.80 (10)	4.24 (33)
with the services that your family member receives?	4.14 (546)	4.32 (93)	4.20 (10)	4.62 (39)	3.89 (9)	4.14 (35)
that the staff treats your family member with respect, courtesy, caring and kindness?	4.07 (548)	4.31 (97)	4.42 (12)	4.64 (39)	3.80 (10)	4.06 (36)
that the environment is clean and comfortable?	4.10 (547)	4.37 (97)	4.00 (12)	4.56 (39)	3.90 (10)	4.42 (36)
with opportunities for exercise and relaxation?	3.51 (537)	4.02 (95)	3.75 (12)	4.38 (39)	3.30 (10)	3.91 (34)
that the meals are good, nutritious and in sufficient amounts?	3.81 (528)	4.01 (92)	3.70 (10)	4.42 (38)	3.20 (10)	3.88 (34)
with the childcare provided by the agency?	3.98 (43)	4.00 (3)	4.00 (3)	- (0)	- (0)	- (0)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.						

Some of the key findings were:

- The families of consumers served by the Division of Alcohol and Drug Abuse were satisfied with the services. All division-wide ratings were at least a 4.00 ("satisfied").
- The highest satisfaction for families was with that the environment is clean and comfortable (mean of 4.37).
- The childcare provided by the agency received the lowest mean rating (4.00), but this was a "satisfied" rating.
- The CSTAR Child/Adolescent family members were the most satisfied with services (mean of 4.62).

Satisfaction with Quality of Life

How satisfied are you . . .	Total Consumers	Total Family Member Forms	CSTAR Women/Children	CSTAR Child/Adolescent	CSTAR General	GTS Adult
with how your family member spends his/her day?	3.56 (544)	3.96 (96)	3.67 (12)	4.31 (39)	3.10 (10)	3.91 (35)
with where your family member lives?	3.79 (541)	4.08 (91)	4.00 (10)	4.39 (38)	3.22 (9)	3.97 (34)
with the amount of choices your family member has in his/her life?	3.67 (544)	3.88 (94)	3.40 (10)	4.31 (39)	3.10 (10)	3.77 (35)
with the opportunities/chances your family member has to make friends?	3.97 (544)	3.97 (97)	3.58 (12)	4.26 (39)	3.20 (10)	4.00 (36)
with your family member's general health care?	3.82 (533)	4.04 (93)	3.70 (10)	4.46 (39)	3.22 (9)	3.89 (35)
with what your family member does during his/her free time?	3.60 (538)	3.91 (94)	3.45 (11)	4.18 (38)	3.10 (10)	4.00 (35)
How safe do you feel...						
your family member is in this facility?	4.25 (547)	4.36 (97)	4.15 (13)	4.66 (38)	4.09 (11)	4.20 (35)
your family member is in his/her home?	4.19 (530)	4.03 (97)	3.17 (12)	4.44 (39)	3.64 (11)	4.00 (35)
your family member is in his/her neighborhood?	3.96 (532)	3.72 (98)	3.17 (12)	4.10 (39)	3.36 (11)	3.61 (36)
The first number represents a mean rating. Scale: (items 9-14): 1=Not at all satisfied . . . 5=Very satisfied. Scale: (items 15-16): 1=Not at all safe . . . 5=Very safe. The second number represents the number responding to this item.						

Some of the key findings were:

- The quality of life ratings were significantly below the service ratings.
- Divisionwide, the highest satisfaction rating was with safety in the facility (mean 4.36).
- Divisionwide, the lowest satisfaction rating was how safe they feel their family member is in his or her neighborhood (mean of 3.72).

ADA Residential Family Subjective Responses

What Like Best About the Program:

The family members of the consumers in the residential Division of Alcohol and Drug Abuse program mentioned many aspects of the program that they liked best. These ranged from general to specific comments. Some of the salient responses have been summarized below:

Staff:

The families saw the staff in the residential setting very positively. *Staff is understanding.* For one family, *she was treated with respect and I know she appreciated the love from the staff.* They saw a benefit to themselves as well as their family member. *Staff is caring to my son and helps me with learning about his drug use.* Another felt *he seems to be surrounded by caring staff willing to work with him and help us to realize what we all need to do understanding the problem.*

One-on-One Therapy:

The families saw one-on-one therapy as a positive aspect of the treatment their family members received. *He receives one-to-one help with his problems through assigned staff.* Another stated, *I like the way it deals with them more on a one-to-one basis.*

Positive Outcomes:

Many families noted positive outcomes for their family member who was in residential treatment. *She knows herself better - she smiles again.* The progress the family member made was also cited. *I am very satisfied with my son's treatment. He seems to have come a long way in the past six weeks.* Yet another felt *the fact that he is comfortable, safe and being instilled with hope.* Finally there was *that he has a positive attitude about life and he looks forward to each day now instead of dreading it.*

Communication with Staff:

The families often saw the staff as communicating with them what was going on with their family member. *Staff call me.* The counselors kept the families *informed.* There was also *family education* for the families themselves.

What Could Be Improved:

As with most programs, some participants recommended some improvements that could be made. These have been summarized below:

More Free Time:

Some of the programs were seen as filling the entire day, with little free time for their family member. *Allow more free time for letters, smoking, and phone time. They wanted a little more freedom to do things for free time and more visiting time. One family wanted her family member to go to church more often and longer.*

More Understanding Attitude from Staff:

While many families saw the staff as caring and understanding, there were some families who requested a more understanding attitude from the staff. *To understand the people they work with or maybe be a friend instead of an overseer. Another wanted the staff to be more trusting toward the members in the group.*

Alcohol Anonymous Meetings:

One person requested that there be *AA meetings in the facility.*